

# **Module B:**

## **Initial Certification (enrollment) and Subsequent Certification (recertification)**

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## OVERVIEW

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### Introduction

This module will help you understand how applicants and participants are certified and subsequently certified at WIC.

However, it is NOT a substitute for WIC MIS training. You will need to be familiar with WIC MIS to certify and subsequently certify a participant.

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### Learning Objectives

After completing this module, the Trainee will be able to complete the following:

- Explain eligibility and certification
  - Describe what qualifies as proof of identity, income, and residency
  - Explain the anthropometric, biochemical, clinical, and dietary information needed for each category
  - Explain who is exempt from the presence at certification requirement
  - Explain what the certification period is for each category of participant
  - Identify and explain the purpose of each of the standard WIC forms
  - Explain why an applicant may be ineligible
  - Explain the differences between certification and subsequent certification (recertification)
  - Explain why a participant may be disqualified
  - Explain the purpose for transfers
  - Show, in a role play situation, how to assess participant understanding of the WIC program
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## How WIC WORKS

### Process

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An applicant goes through several steps to become a WIC participant:

- Applicant screening
- Determining eligibility
- Certification

The **Notification of Eligibility Status** informs an individual or family of their eligibility. For most applicants, they must be notified within 20 days of the application date. Pregnant or breastfeeding women and migrant families, must be notified within 10 days of the application date.

Once an applicant is enrolled in the WIC Program, they become a participant. They have to do the following in order to continue receiving WIC services:

- Attend follow-up appointments
- Certification (recertification) contacts

During the participant's final appointment, they will be disqualified.

### Chart of How WIC Works

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The following chart briefly describes each of these steps.

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**How WIC WORKS** *(continued)*

Step	Description
<b>Applicant Screening</b>	<p>During an applicant screening staff will do the following:</p> <ul style="list-style-type: none"> <li>• Obtain information about the family and individual</li> <li>• Screen out possible applicants who will not qualify</li> <li>• Set up an initial certification (enrollment) appointment for applicants who may qualify</li> </ul>
<b>Determining Eligibility</b>	<p>This is when you decide if an applicant qualifies for the WIC program. An applicant is eligible for WIC if she/he meets the following four criteria:</p> <ul style="list-style-type: none"> <li>• Category</li> <li>• Income</li> <li>• Residence</li> <li>• Nutritional need or health risk</li> </ul>
<b>Completing Certification</b>	<p>Certification (enrollment) is qualifying an applicant for the WIC program. Staff will discuss the following topics with the participant:</p> <ul style="list-style-type: none"> <li>• Explain eligibility</li> <li>• Orient the new participant to the program</li> <li>• Provide voter registration forms</li> <li>• Provide nutrition and health education</li> <li>• Provide referrals</li> <li>• Schedule a return appointment</li> <li>• Issue food instruments</li> </ul>
<b>Giving Follow-Up Appointments</b>	<p>WIC is required to provide Nutrition Education at least once a quarter including a mid-cert at months 5 – 7. Nutrition education occurs during follow-up appointments. Staff provides participants the following:</p> <ul style="list-style-type: none"> <li>• Follow-up on any issues determined at certification</li> <li>• Provide nutrition and health education (individual or group)</li> <li>• Provide breastfeeding support and education</li> <li>• Make referrals</li> <li>• Schedule a return appointment</li> <li>• Issue food instruments</li> </ul>
<b>Doing Subsequent certifications (recertification) or Disqualification</b>	<p>Subsequent certification (recertification) is a repeat of certification:</p> <ul style="list-style-type: none"> <li>• Re-determine eligibility</li> <li>• Provide voter registration forms</li> <li>• Provide nutrition and health education</li> <li>• Provide referrals</li> <li>• Schedule a return appointment</li> <li>• Give food instruments</li> </ul> <p>Disqualification is the process of removing a participant from the WIC program.</p>

## CATEGORY

### Definition

To be categorically eligible for WIC, a person must fall into one of the groups listed in the table below.

### Proof of Category

Proof of category is *not* required. However, staff is encouraged to obtain proof of a child's age or proof of pregnancy; e.g., birth certificate, pregnancy test results, etc., if the participant's categorical status is in question. See [WPM 210-08](#) for more information.

### Chart of Proof of Category

The chart below describes the different categories served through the WIC Program.

Category	WIC MIS Code	Description
Pregnant	P	A woman who is pregnant
Breastfeeding	B	<p>A woman who is breastfeeding her infant. As long as she is breastfeeding she is eligible up to 12 months after the infant's birth.</p> <p><u>A breastfeeding woman is categorized as:</u></p> <p><b>Exclusive Breastfeeding:</b> providing the infant with only breastmilk as the sole nutrition source until the infant begins solids around six months of age. (Receives no formula from WIC)</p> <p><b>Mostly Breastfeeding:</b> providing the infant with breastmilk at least fifty percent of time and receiving no more than half of the amount of formula provided by WIC.</p> <p><b>Some Breastfeeding:</b> providing the infant with breastmilk at least once a day and more than half the amount of formula provided by WIC.</p>
Non-breastfeeding	N	A woman who is not breastfeeding for up to 6 months after the end of her pregnancy. (The end of pregnancy may be due to a live birth, still birth, miscarriage or abortion.)
Infant	I	A person under 1 year of age
Child	C	A person between 1 and 5 years of age

## APPLICANT SCREENING

### Screening Questions

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It is recommended staff do a family search in WIC MIS prior to beginning the applicant screening by using any of the following criteria:

- Birth date plus last name
- Social Security Number
- Medi-Cal number
- California driver license number

During screening staff asks the applicant if she/he:

- Is already on WIC, or has scheduled an appointment with WIC before
  - Has been on WIC in the recent past
  - Is participating in the Commodity Supplemental Food Program (CSFP)
- 

### Answers to Screening Questions

An applicant's answers to the screening questions will determine if she/he qualifies for an initial certification (enrollment) appointment or is determined ineligible.

If an applicant has previously received WIC, she/he may be a Transfer. See section on Transfers, page 33 for more information.

To qualify for WIC, an applicant must be in a category served by WIC and meet the income guidelines for the family size. The section *Determining Eligibility* will explain this in more detail.

If an applicant is not the parent of infant/child or if the child is in foster care or living with guardian – see section on Custody.

Two screening questions address dual participation

Dual participation occurs when:

- An individual is participating in WIC at two sites simultaneously; this includes both in and out of California.
- An individual is participating in both WIC and the Commodity Supplemental Food Program (CSFP).

Check with your supervisor to learn whether CSFP is available in your community and to discuss how dual participation is handled.

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### Family and Individual Information

Once the participant answers the initial screening questions, you will be prompted to enter information which relates to the family and individual applicant.

Discuss with your supervisor how much information your agency obtains during the applicant screening.

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## IDENTITY

### Policy

Each applicant, participant, parent/guardian, alternate - a person who may pick up and/or redeem food instruments when a participant cannot do so and proxy - person designated by the participant to pick up food instruments, but cannot go shopping with them, must provide proof of identity (ID) at the beginning of each appointment.

The local agency cannot certify or issue food instruments to individuals who cannot give proper identification. Proof of identity is also needed to issue a replacement WIC Identification Folder.

### Proof of Identity

Local agencies are **strongly encouraged to request a photo ID as proof of identity for adults**. If the person cannot provide a photo ID then other forms of ID may be accepted.

Proof of identity for infants or children do not need to include a photo.

The local agency may accept the WIC Identification Folder (WIF) as proof of identity for a participant at subsequent certification (recertification) and any appointments thereafter once initial proof of identity has been established. **The WIF cannot be used as a proof of identification at initial certifications (enrollments).**

### Self-declaration

Self-declaration of identity for more than 30 days is **only** accepted from the following individuals:

- **Victims of disaster** – a family or individual who has been turned out of their home due to a fire, hurricane, tornado, earthquake, or other natural disasters
- **Migrants** – a farm worker and her/his family members whose main work within the last 24 months has been in agriculture and who has a temporary residence for this work
- **Homeless** – a person is homeless if she/he does not have a fixed and regular nighttime residence or their primary residence is a shelter (a place providing temporary residence), a temporary place in the residence of another individual, or a place not designated for, or ordinarily used as, a regular living place for human beings

*Local agencies are required to obtain and keep a written statement signed by the applicant or participant saying why they cannot provide proof of identity.*

Check with your mentor or supervisor to see how your agency handles these situations.

### Chart of Acceptable Proofs of Identity

The following chart provides acceptable documents used as proof of identity.



**IDENTITY** *(continued)***Acceptable Proofs of Identity**

<b><u>Common Forms of Identification</u></b>	<b><u>WIC MIS Code</u></b>	<b><u>Comments</u></b>
Medi-Cal Card	A	
Birth Certificate/Hospital Birth Verification/Crib Card	B	
Immunization Record	I	
California Driver's License or ID Card	L	
Photo ID	P	May include out of state driver's license, student ID cards, and ID cards issued from other countries or passports
WIC Identification Folder	W	Cannot be used at initial certification (enrollment) or for newborns
Medical Referral Form	R	
Social Security Card	S	
Aid Verification Letter/Notice of Action	V	
<b><u>Less Common Forms of Identification</u></b>	<b><u>WIC MIS Code</u></b>	<b><u>Comments</u></b>
Disaster Victim	D	Signed statement is required
Homeless	H	Signed statement is required
Migrant	M	Signed statement is required
Other – identification not listed above.	O	Brief notation in Family Comments is required

## PRESENCE AT CERTIFICATION

### Description

All applicants and participants must be physically present at all certification appointments, with limited exceptions. In the case of infants and children participants, a parent/caretaker shall also be present.

Exceptions to the presence at certification requirement may be made when presence is an unreasonable barrier to participation, such as in these following situations:

1. Infants under eight weeks of age
2. Individuals with a medical condition requiring the use of medical equipment and is not easily transportable
3. Individuals on bed rest
4. Individuals with a serious illness which could be made worse by coming into the WIC site (i.e., cancer)
5. Individuals with a serious highly contagious illness(i.e., tuberculosis).
6. Infants or children who were present at previous certification and both parents/caretakers are working so unable to take enough time off from work

### Chart of Exemptions

The following chart describes when you may use these exemptions.

Present at Certification WIC MIS Code	Definition	Use of Code	Family Comments Needed?
<b>Y</b>	Yes – Present	All certifications	<b><u>No</u></b>
<b>D</b>	Not present – Disabled	All certifications	<b><u>Yes</u></b>
<b>H</b>	Not present – Ongoing Healthcare	Subsequent certification (recertification) only	<b><u>Yes</u></b>
<b>I</b>	Infant, less than 8 weeks old, not present at initial certification (enrollment)	Initial certification only (enrollment)	<b><u>No</u></b> <b>Place IPC hold</b>
<b>W</b>	Not present – Working parents (infant/child)	Subsequent certification (recertification) only	<b><u>Yes</u></b>

## PRESENCE AT CERTIFICATION *(continued)*

### Required Procedures when not present

#### Infants not present during initial certification (enrollment)

1. Place an **IPC** (Infant Presence at Cert) hold for the following month.
2. Staff shall require the parent(s)/caretaker(s) to bring the infant to the next appointment **by** eight weeks of age.
3. Food instruments shall be single issued only once until the infant has been present **within** 8 weeks of age, except if the infant meets exemption criteria as disabled.
4. Remove the IPC hold once the presence requirement is met in order to issue food instruments.

#### Participant not present due to Disabled or Ongoing Healthcare

1. At, or prior to certification, the need for the exemption from physical presence shall be reassessed.
2. In the case of short-term or limited conditions, the length of time for exemption is limited to the current certification period.
3. In the case of long-term or permanent conditions, an extended exception to the physical presence requirement may be necessary.

#### Child of working parent(s) not present during subsequent certification (recertification)

1. The following conditions must be met:
  - The child was present at the initial certification (enrollment).
  - The child was present at the last subsequent certification (recertification).
  - The child is under the care of one or more working parents/caretakers AND whose working status presents a barrier to bringing the child to the WIC clinic.
2. Children determined exempt from presence at a recertification because of working parents/caretakers, **must** be present for the next one year subsequent certification (recertification).
3. In households where there are two parents/caretakers, BOTH parents/caretakers **MUST** be working in order for the presence at certification exemption to apply.

### Learning Activity 1

To learn more about *Presence at Certification*, you may want to try **Learning Activity 1** at the end of this module.

## INCOME

### Definition

An applicant or participant is income eligible if:

- The total gross income for the family is equal to or less than 185% of the federal poverty level  
**OR**
- She/he is adjunctively eligible (See description on following page)

To determine income eligibility you will need to know the applicant or participant's income and family size.

- **Gross income** – It is the total amount of money a family makes from all sources before taxes are taken out.
- **Family unit/size** – a group of related or non-related individuals who live together as one household/economic unit and share income and consumption of goods or services. Foster children are counted as a household of one.

### Income Guidelines Table

The California WIC Program uses an income guidelines table to see if an applicant or participant meets the 185% of the federal poverty level criteria.

Ask your supervisor to see a copy of the income guidelines or click here. [WIC Income Guidelines](#). It is updated annually.

### WIC MIS Income Calculations

There are various ways WIC MIS can calculate income to determine the applicant or participant is income eligible: Hourly, weekly, bi-weekly, monthly, annually, and year-to-date.

Ask your supervisor to show you how to access the WIC MIS income calculator.

### Proof

An applicant or participant must prove income eligibility at the time of certification or any subsequent certification and when their income status changes.

If the individual does not have or forgets to bring proof of income at the initial certification they are required to complete a self-declaration of family income form which lasts a **maximum of 30 days** at which time proof of income eligibility must be provided in order to continue receiving benefits. Staff shall use an "N" code for income, place an "I" hold for income and only single issue food instruments.

**INCOME** (CONTINUED)**Self-Declaration**


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Self-declaration of income for **more than 30 days** is **only** accepted if the applicant or participant meets any of the following criteria:

- Homeless
- Migrant farm worker
- A pregnant teen turned out of her home
- A victim of a disaster
- A person who works for cash
- A person with no income

*Local agencies are required to obtain and keep a written statement signed by the applicant or participant saying why they cannot provide proof of income.*

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**Migrant Farm Worker**

USDA regulations specifically mention migrant farm workers as a category of people needing assistance and services from the WIC Program. Refer to the WPM for more information about migrant farm workers.

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**Adjunctively Eligible**

An applicant or participant may be adjunctively eligible. This means they qualify for WIC if they have already qualified for another assistance program. The applicant/participant must meet one of the following criteria.

- Receiving Medi-Cal.
- Receiving federal monetary assistance also known as welfare, TANF (Temporary Assistance for Needy Families), CalWORKs, and cash aid.
- Receiving CalFresh (Food Stamps), a federal assistance program providing assistance to low-income families to purchase food in the form of a debit card.
- A member of a family in which a pregnant woman or infant is receiving Medi-Cal.
- A member of a family in which any eligible participant is receiving CalFresh or TANF.
- A participant in the Food Distribution Program on Indian Reservations (FDPIR), a federal monetary assistance program for low-income families on Indian Reservations.

If an applicant or participant's family income is over **185%** of the federal poverty level, or if providing proof of income is a barrier to participation, you may check to see if they are adjunctively eligible.

Adjunctively eligible applicants/participants **DO NOT** need to provide income documentation when Medi-Cal Eligibility Data System (MEDS) verifies their participation in Medi-Cal, CalFresh and/or TANF. It is the same as written documentation. [WPM-210-02 Adjunctively Eligible](#)

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**INCOME** *(continued)***Proof of  
Adjunctive  
Eligibility**

To be adjunctively eligible, an applicant or participant will need to show proof she/he receives Medi-Cal, TANF, CalFresh, or FDPIR.

The following are ways to verify adjunctive eligibility:

- Conduct a MEDS interface by entering a Medi-Cal or social security number into WIC MIS
- A current program identification card
- Obtain written consent to contact case manager and obtain verbal verification of program participation
- A notice of program eligibility

**Self Employed  
Individuals**

For self-employed applicants/participants, you will use their *adjusted gross income*. This information may be obtained from their previous year's income tax return.

**Chart of Acceptable  
Sources of Income**

The chart on the next page identifies acceptable sources of income and the document codes used in WIC MIS.

**Learning  
Activity 2**

To learn more about *Income Eligibility*, you may want to try **Learning Activity 2** found at the end of this module.

**INCOME** *(continued)***ACCEPTABLE SOURCES OF INCOME**

Common Income Sources	WIC MIS Code	Comments
<b>Adjunctive Eligibility</b>	<b>A</b>	Verified with MEDS interface or other documents
<b>Income Tax Return</b>	<b>I</b>	Use for self-employed participants
<b>Pay Stub for Wages or Salaries</b>	<b>P</b>	
<b>Unemployment Insurance</b>	<b>U</b>	Make a note in Family Comments to verify status of employment/unemployment @ next appointment
<b>Documentation Unavailable at Certification</b>	<b>N</b>	HOLD is required. Must obtain within 30 days Signed self-declaration statement required
Less Common Income Sources	WIC MIS Code	Comments
<b>Disability</b>	<b>B</b>	Recommended to make a note in Family Comments to verify status of disability at next appointment
<b>Disaster Victim</b>	<b>D</b>	Signed self-declaration statement required
<b>Cash Income</b> – cash received as compensation for services.	<b>C</b>	Code of Last Resort. Recommended to assess for Adjunctive Eligibility or Income Taxes prior to selecting “C” code. Signed self-declaration statement required
<b>Homeless</b>	<b>H</b>	Signed self-declaration statement required
<b>Migrant</b>	<b>M</b>	Signed self-declaration statement required
<b>Supplemental Security Income (SSI)</b>	<b>S</b>	
<b>Pregnant Teen</b> – Turned out of the home	<b>T</b>	Signed self-declaration statement required
<b>Unemployment Benefits Card/Letter</b>	<b>U</b>	
<b>Aid Verification Letter or Notice of Action</b>	<b>V</b>	
<b>Workers’ Compensation</b>	<b>W</b>	
<b>Other</b> – verifiable income not listed above. Including but not limited to the following. Alimony/child support, student financial aid (intended to pay for room and board), savings, dividends or investments, cash gifts, lottery winnings, and regular contributions from persons not living in the household.	<b>O</b>	A Notation in Family Comments is required to describe source of income

## RESIDENCE

### Definition

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To be residence eligible for WIC, a person must live in the state of California.

It does not matter how long the applicant has lived in the area or if the applicant is an American citizen, immigrant, or undocumented alien. (A green card is not necessary for WIC eligibility.)

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### Proof

Applicants need to prove residence eligibility at every initial certification (enrollment) or subsequent certification (recertification) and when there is a change in address by providing proof they live in California. Proof must contain the current address and either the name of the applicant, participant, spouse, guardian, or child. A guardian is a non-biological adult with custody of a child.

If the individual does not have or forgets to bring proof of address at the initial certification they are required to complete a self-declaration form for address which lasts a **maximum of 30 days** at which time proof of address must be provided in order to continue receiving benefits. Staff shall use an “N” code for address, place an “A” hold for address and only single issue food instruments.

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### Self-declaration

Self-declaration of residency for more than 30 days is **only** accepted from the applicant or participant if they are in the following situations:

- Homeless
- A victim of a disaster
- A migrant

*Local agencies are required to obtain and keep a written statement signed by the applicant or participant saying why they cannot provide proof of residency.*

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### Chart of Acceptable Proofs of Residency

The chart on the next page identifies acceptable proofs of residence and the document codes used in WIC MIS.

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**RESIDENCE** *(continued)***Acceptable Proofs of Residence**

Common Forms of Residence/Address	WIC MIS Code	Comments
Any Mail or Postcard	A	
Any Bill	B	
Income Tax Return	I	
California Driver's License or ID Card	L	
Pay stub or checks with pre-printed address	P	
Documentation Unavailable at Certification	N	HOLD is required. Must obtain within 30 days Signed self-declaration statement required
Less Common Forms of Residence/Address	WIC MIS Code	Comments
Disaster Victim	D	Signed self-declaration statement required
Homeless	H	Signed self-declaration statement required
Migrant	M	Signed self-declaration statement required
Rent receipt or lease agreement	R	
Supplemental Security Income Notification letter	S	
Unemployment Benefits Card or Letter	U	
Aid Verification Letter or Notice of Action	V	
Other proof not listed above	O	Brief notation in Family Comments is required to describe source of address
Pregnant Teen – Turned out of the home	T	Signed self-declaration statement required

## Collection and Documentation of Ethnic and Racial Categories

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**Definition**

The collection and documentation of ethnic and racial data for each applicant is required with certification. Race is associated with biology, whereas ethnicity is associated with culture.

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**Steps in Process**

Verbally explain the collection reasons, as listed below, to each applicant.

The collection of this information is for statistical data collection only and has no impact on determining eligibility.

The data is used by USDA to define our effectiveness at reaching minority groups and to identify where additional outreach is needed.

After providing the previous explanation, ask the applicant if they understand and whether they have questions.

The LA staff shall collect and document into WIC MIS ethnic and racial categories by taking the following steps:

- A. Verbally asking each applicant to self-identify their ethnicity by asking: Are you *Hispanic* or *Latino*? Staff will place a “Y” for yes or an “N” for no in the appropriate field in the WIC MIS.
- B. Verbally asking each applicant: Are you *American Indian* or *Alaska Native*, *Asian*, *Black* or *African American*, *Native Hawaiian* or *Other Pacific Islander*, or *White* and record the applicant’s response to each of these categories in WIC MIS. The applicant may identify with one or more racial categories and staff shall document each selection by placing a “Y” or “N” in the appropriate field.
- C. Use visual identification, if the applicant is unwilling or unable to respond to the ethnic and racial questions, to determine the applicant’s ethnic or racial category for reporting purposes. LA staff is required to select at least one race category.

If the LA incorporates ethnic and racial questions on their own forms to collect the required information, staff shall collect and document into WIC MIS ethnic and racial categories by:

- A. Verbally explaining why the information is needed to the applicant;
  - B. Verbally assessing the applicant’s understanding of the explanation;
- 

Continued on next page

**Steps in Process**  
(Continued)

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- C. Reviewing and entering the written responses, and in situations where questions are left blank on the form, verbally asking the applicant for the information; and
  - D. Visually identifying and documenting into WIC MIS the individual's ethnicity and at least one race category when the applicant is unwilling or unable to respond to the ethnic and racial questions.

Local agency forms containing written ethnic/racial questions are required to meet the following criteria:

- A. Include a written statement explaining why the data is collected. This statement shall precede the ethnicity and race questions;
- B. Display the ethnicity and race questions as separate categories on the form; and

At subsequent certifications, staff shall ensure the presence of either "Y" or "N" in the ethnicity field and at least one race category selection. If either is absent, staff shall process the ethnicity and race questions the same as indicated for initial certification (enrollment).

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**Ethnicity**

**Hispanic or Latino:** A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race. The term, "Spanish origin", can be used in addition to "Hispanic" or "Latino".

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**Race**

**American Indian or Alaska Native:** A person having origins in any of the original peoples of North and South America, (including Central America) and who maintains tribal affiliation or community attachment (includes Aleuts and Eskimos).

**Asian:** A person having origins in any of the original peoples of the Far East, Southeast Asia or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

**Native Hawaiian or Other Pacific Islander:** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

**Black or African American:** A person having origins in the black racial groups of Africa including persons self-identifying as "Haitian" or "Negro" can be used in addition to "Black or African American."

**White:** A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.

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## NUTRITIONAL NEED

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**Definition**

To be eligible for WIC, all applicants must have at least one indicator of nutritional need, also known as a nutritional risk.

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**Nutritional Risk**

A nutritional risk is a health condition or habit putting the person's health at risk. These are the five categories of nutritional risks:

- **Anthropometric**
- **Biochemical**
- **Clinical**
- **Dietary**
- **Non-specific**

WIC calls these A, B, C, D and N codes which indicate nutritional need.

At initial certification (enrollment) and subsequent certification (recertification) you will assess the nutritional and health status of participants. They are described briefly below.

For more detail on nutritional needs assessment refer to Task III Module B in the training manual.

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**Anthropometric Risks**

Anthropometric risks (A codes) relate to a person's body measurements, such as height or weight. These risks give us information about an applicant's growth, health and well-being. We are required to get anthropometric data at each initial certification (enrollment) and subsequent certification (recertification) appointment.

Examples of anthropometric risks include:

- Overweight
  - Inadequate growth
- 

**Biochemical Risks**

Biochemical risks (B codes) relate to the condition of a person's blood or urine.

Examples of biochemical risks include the following labs.

- Anemia/iron deficiency (hgb/hct)
  - Blood lead poisoning
  - Blood sugar
-

## NUTRITIONAL NEED *(continued)*

### Clinical Risks

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Clinical risks (C codes) relate to a person's past and present medical conditions. They also relate to lifestyle and habits affecting health.

These are examples of clinical risks:

- A miscarriage
  - Current use of alcohol, drugs, or tobacco
  - Severe dental problems
  - A medical condition affecting nutritional status (such as diabetes or food allergies)
  - Breastfeeding complications (such as sore nipples)
- 

### Dietary Risks

Dietary risks (D codes) relate to a person's food intake.

These are examples of dietary risks:

- Inappropriate nutrition practices (such as bottle use after 14 months of age)
- Excessive use of dietary supplementation
- PICA
- Vegan/highly restricted diet
- Diet not following Dietary Guidelines (such as inadequate fruit and vegetable consumption)

**All participants over the age of four months must be assigned a dietary risk code (D code).**

*\*For further explanation of dietary risks, see Task III job aides and [WPM 210-13](#) for guidelines when using a dietary risk code to determine eligibility.*

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## WIC ANTHROPOMETRIC REQUIREMENTS

**Definition**

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Physical measurement of the body including height and weight.

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**Measurement Requirements**

Height and weight are required for all participants at initial certification (enrollment) and subsequent certification (recertification). If measurements from the doctor's office are older than 60 days old, participants must be measured in the office.

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## WIC BLOODWORK REQUIREMENTS

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### Definition

Bloodwork is the results of a participant's hematocrit and/or hemoglobin test to check blood iron levels and determine if an individual has iron deficiency anemia.

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### Bloodwork Requirements

Bloodwork is required at initial certification (enrollment) for all participants who are over the age of 9 months.

If bloodwork is needed, *it is to be brought in within 90 days* of the certification start date. It is very important to get the bloodwork as soon as possible. However, not bringing in bloodwork does not prevent participants from getting their food instruments.

When bloodwork is not brought in, place an **L** hold and issue food instruments for one month. If bloodwork is still missing, redo the hold and ask for it at the next appointment.

When bloodwork is pending and holds are on the file, you can only single issue food instruments.

How often bloodwork is required depends on a participant's category and if the results are abnormal or low.

The chart on the next page describes when bloodwork is required for each category.

When entering Hematocrit (Hct) in WIC MIS drop decimal, but do not round bloodwork results up. Hemoglobin (Hgb) is entered with decimal.

[WPM-210-11 Determining Biochemical Nutrition Need for All Categories](#)

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**WIC BLOODWORK REQUIREMENTS** *(continued)***WIC BLOODWORK REQUIREMENTS**

IF	THEN	AND	BUT
Pregnant	Blood can be from ANY time during the pregnancy		
Breastfeeding or Post-partum	Blood can be from any time after the most recent pregnancy		New blood is NOT required even if the mom has an anemia risk
Enrolling an Infant 8 months or younger	No blood is needed		If bloodwork is brought in from when the baby was as young as 6 months old it can be used for the one year recert. Therefore, it needs to be recorded in WIC MIS.
Enrolling an infant 9 months or older	Blood is needed	It is OK if it is from when the baby was between 6 to 12 months old	
A one year recert	Blood is needed	It is OK if it is from when the baby was between 6 to 12 months old.	If the blood is from when the baby was <u>under</u> 12 months old then it <b>cannot</b> be used at any recert <u>after</u> the one year recert. See example below
A child recert between 12 and 24 months	Blood is needed only one time if recertifying between 12 and 24 months, <u>as long as tests are normal</u>		If results are <u>abnormal</u> , follow-up blood test is required in 6 months See example below
A child recert age 2 and older	Blood is needed only once every 12 months		If results are <u>abnormal</u> , follow-up blood test is required in 6 months

**Example 1: One Year Recertification** – A one-year-old in recertified in the 12<sup>th</sup> month without bloodwork. WIC staff places holds and the blood results are brought in when the baby is 15 months old. However, the blood test was done when the baby was only eight months old. The bloodwork is good for the one-year recert in spite of how old the data is. Staff needs to enter the bloodwork into WIC MIS and “credit it” towards the one year recert only.

**Example 2: Child Recertification at 24 months old** – The one year recert bloodwork for this child was never completed in spite of the numerous holds/single issuances by the WIC staff. Now it is time for the next recertification for the child. However, the blood test that was brought in was done when the child was only 10 months old. This bloodwork cannot be used for this recertification because infant blood cannot be applied to a recert that is past the one year recert AND it is also more than 12 months old. This 24 month-old child must have new bloodwork. (The participant will have to be single issued as well, until up-to-date bloodwork is in WIC MIS).



## IMMUNIZATION REQUIREMENTS

### Immunization Requirements

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For all children less than two years old, staff needs to collect information about child's immunization records at certifications and subsequent certifications (recertification). Staff shall provide information on the recommended immunization schedule appropriate for the current age of the infant/child to the parent.

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# HOLDS

## Definition

Holds are placed on family or individual's files when something is needed, missing, or an important reminder is placed in comments for subsequent appointments.

Holds are placed in WIC MIS under F9 Comments. You will learn how to place and remove holds during WIC MIS training.

## Types of Holds

Below is a chart describing what types of holds are placed on a family/individual's file and for the length of time held.

WIC MIS HOLDS	DESCRIPTION	LENGTH OF HOLD
<b>A</b>	Proof of address is pending	1 month/30 days
<b>I</b>	Proof of income is pending	1 month/30 days
<b>L</b>	Hemoglobin or hematocrit test results are missing, or follow-up results are needed due to abnormal blood work results during the previous certification period.	1 month
<b>B</b>	A breast pump has been issued to the participant and follow-up is needed, or the pump needs to be returned.	1-3 months (Depending on LA policy)
<b>IPC</b>	Infant Presence at Cert: infants less than 8 weeks of age are not required to be present at initial certification (enrollment). A hold is placed to remind staff the infant must be present at the subsequent appointment.	1 month
Confidential <b>C</b>	Confidential holds are placed on family files for various reasons. For those going through legal matters, employees who are participants on WIC, or for other situations requiring increased confidentiality. Only certain individuals (RDs or supervisors) are allowed access to confidential files. Participants can request to have a confidential file.	As long as needed/appropriate
Other agency specific holds <b>O</b>	Other holds may be required per local agency policy. Ask your mentor/supervisor what holds your agency uses.	1-3 months

## CERTIFICATION

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**Definition**

Initial certification (enrollment) is putting an eligible applicant on the WIC program. It is the next step after eligibility is established.

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**Certification Period**

The certification period is the time period during which a WIC participant is eligible to receive WIC food and other WIC services.

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**Chart of Certification Periods**

The chart on the next page describes the length of certification period for each category.

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**Learning Activity 3**

To learn more about *Certification Periods*, you may want to try **Learning Activity 3** found at the end of this module.

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## LENGTH OF CERTIFICATION PERIOD BY CATEGORY

Category	Length of Certification Period
<b>Pregnant Woman</b>	Length of woman's pregnancy plus 6 weeks
<b>Breastfeeding Woman (Fully, Mostly or Some Breastfeeding)</b>	Up to 12 months ending on the last day of the month in which the infant turns 1 year old, unless the mother stops breastfeeding earlier. If the woman stops breastfeeding before the infant's 7 <sup>th</sup> month of life, her category is changed to a Non-Breastfeeding Woman (see below). If the woman stops breastfeeding between the infant's 7 <sup>th</sup> and 12 <sup>th</sup> month of life, she should be disqualified at the end of the month she stopped.
<b>Non-Breastfeeding Woman</b>	6 months from the end of a women's pregnancy
<b>Infant Birth to 6 Months</b>	Up to 12 months, ending in the month the infant turns 1 year old
<b>Infant 7 to 11 Months</b>	6 months (period will go beyond the child's first birthday)
<b>Child</b>	12 month increments, ending the month in which the child turns 5 years old

## CERTIFICATION DOCUMENTS

### Documents Used at Certification Appointments

During the initial certification appointment (enrollment) and subsequent certification (recertification)) you will probably provide the participant with one or more of the following forms/documents.

Participant documents are given or offered to the participant for them to take.

Agency documents are completed or presented at the certification and kept on file at the local agency.

Participant Documents	Agency Documents
Welcome to WIC handout	Rights and Responsibilities form including motor voter registration
WIC Identification Folder	Medical Referral form completed by the health care provider (prenatal, post-partum and infant/child)
How Can We Help? Handout	Nutrition Questionnaire
Other referrals	Notice of Action Affecting WIC Program Applicants (Yellow/white)*
Any other documents used in your agency	Notice of Action Affecting WIC Program Participation (Green/white)
	Any other documents used in your agency

### Learning Activity 4

To learn more about *WIC Certification Forms*, you may want to try **Learning Activity 4** found at the end of this module.

## PROGRAM ORIENTATION

<b>Definition</b>	The process of orienting a participant to the WIC Program
<b>Policy</b>	Eligible families must be provided with basic WIC Program information before their initial certification (enrollment) is complete. This is called orientation.
<b>What needs to be covered</b>	<p>The participant or parent/guardian of an infant or child can attend an orientation class or get the information individually. Present the topics by showing the State's Orientation DVD and reviewing the certification documents and other pamphlets.</p> <p>Orientation is required to include all of the topics listed on the next page.</p>

## PROGRAM ORIENTATION *(continued)*

### **Required Orientation Topics:**

- Purpose of WIC
- Roles of the WIC food in achieving a good diet
- WIC foods are only for WIC participants
- Food Instrument description and instructions:
  - Types, brands, amount of WIC foods
  - Option to use cash with the fruit/vegetable FI
  - Which vendor (any authorized vendor)
  - Use during effective dates of the food instruments
  - Separate WIC foods at the checkout stand
  - Signing in the cashier's presence
  - How to report vendor problems
- Rights and Responsibilities:
  - Review/read and give R&R/WIF
  - Possible punitive action for abuse
- Lost or Stolen checks can NOT be replaced
- Assess understanding of the food instruments e.g. verbal or written quiz, "shopping" activity, etc.
- Referrals - must be made in written when appropriate. (CAL Works/CalFresh/Medi-Cal, Child Support/Substance Abuse-a list of local resources/CHDP)
- Presence at certification

### **Methods of presenting orientation information:**

- State Orientation DVD
- "Welcome to WIC" handout
- Rights and Responsibilities (R&R) form
- "Can We Help" brochure
- Shopping guide

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### **Learning Activity 5**

To learn more about *Program Orientation*, you may want to try **Learning Activity 5** found at the end of this module.

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## SUBSEQUENT CERTIFICATION (RECERTIFICATION)

### Definition

Subsequent certification (recertification) is the process of determining if the participant will continue to be eligible for the WIC Program and may continue receiving benefits.

### Subsequent certification (recertification) Appointment

The WIC staff person usually schedules a subsequent certification (recertification) appointment near the end of the participant's certification period.

If the participant has not been able to keep their WIC appointments and too much time has passed, WIC MIS will delete the individual's file. In this case, they will need to be re-enrolled.

If the participant is still eligible, she/he will continue to participate in the WIC Program.

If the participant is no longer eligible, she/he will be disqualified.

### Chart of Differences between Certification & Subsequent Certification

Subsequent certification (recertification) is very much like certification. There are, however, some differences. The chart below shows the main differences between these processes.

### Differences between Certification and Subsequent Certification (Recertification)

ITEM	CERTIFICATION	SUBSEQUENT CERTIFICATION (RECERTIFICATION)
<b>Definition</b>	Initial determination of eligibility	Redetermination of eligibility
<b>Client</b>	Referred to as "applicant"	Referred to as "participant"
<b>WIC MIS ID Number</b>	Proof of ID required and WIF issued	WIF acceptable as proof of ID
<b>WIC Orientation</b>	Part of appointment	Not included in appointment
<b>Does not Qualify</b>	Referred to as "ineligible"	Referred to as "disqualified"
<b>Forms</b>	<i>Notice of Action Affecting WIC Program Applicants</i>	<i>Notice of Action Affecting WIC Program Participation</i>



## INELIGIBILITY

### Definition

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Ineligibility is when an applicant does not qualify to receive WIC services.

An applicant is ineligible for WIC for any of the following reasons:

- Is a lower **priority**\*\* than others being served by the agency
- Does not meet nutritional risk criteria (**nutritional need**)
- Is not in a **category** served by WIC
- Does not meet **income** eligibility criteria
- Does not live in the State of California (**residence**)
- Documentation provided is inadequate to determine eligibility.
- Participation in the Commodity Supplemental Food Program.

\*\*From time to time, your agency may implement a priority ranking system in which not all categories of participants will be able to be served. Talk to your training supervisor for more information.

### Procedure for Documenting When Someone is Ineligible

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If an applicant is determined ineligible for WIC you must do the following:

- Inform them of their rights and reason for ineligibility.
  - Enter reason for ineligibility in WIC MIS.
  - Complete the *Notice of Action Affecting WIC Program Applicants* form. Give the top copy of the form to the applicant. The bottom copy of the form is for the local agency.
  - Remind applicant to reapply if income changes or family size changes.
  - Give community referrals as appropriate.
-

## DISQUALIFICATION

### Definition

Disqualification is taking a participant off of the WIC program.

### Reasons for Disqualification

A participant is disqualified from the WIC Program whenever they no longer meet eligibility criteria. Participants are disqualified if they have one of the following situations:

- Are lower priority than others being served by agency
- Do not meet nutritional need criteria
- Are not in a category served by WIC
- Do not meet income eligibility criteria
- Moved out of state
- Documentation available is not adequate to determine eligibility
- Commit dual participation
- Commit other program abuses like not using food instruments according to the rules or selling food instruments for cash

### When To Disqualify a Participant

Disqualifications most often occur at the end of a certification period. For example, you will disqualify a non-breastfeeding woman six months after her pregnancy ends.

In some situations, you may disqualify a participant in the middle of a certification period. For example, a family who voluntarily brings in a new proof of income during their certification period and is determined to be over income.

You must give a participant written notice of disqualification at least 15 days before the participant is disqualified.

### Procedure for Disqualifying a Participant

To disqualify a participant you will go through several steps:

- Inform them of their rights and reason for disqualification.
- Enter the reason for disqualification and document it in WIC MIS. The steps you follow in WIC MIS will depend on whether you are disqualifying a family or an individual.
- Complete the *Notice of Action Affecting WIC Program Participation* form. Give the top copy of the form to the participant. The bottom copy of the form is for the local agency.
- If the participant is no longer in their certification period, such as missing their WIC appointments when they would usually be disqualified, you will complete the *Notice of Action Affecting WIC Program Applicants* form.

### Learning Activity 6

To learn more about *Disqualification*, you may want to try **Learning Activity 6** found at the end of this module.

## TRANSFERS

### Definition

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WIC Program Participants who are moving from one agency to another are considered a “transfer”. The purpose of transferring an individual or family’s WIC information when they switch WIC agencies is to continue their current certification period and ensure uninterrupted benefits.

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### Types of Transfers

There are multiple types of transfers within the WIC Program:

- **In-state transfer** is the reassignment of a certified participant from one local agency to another within California.
- **Out-of-state transfer** is the reassignment of a certified participant into California from another state, or out of California to another state.
- **Overseas transfer** is the reassignment of a certified participant into California from the WIC Overseas Program, or to the WIC Overseas Program from California.
- **WIC Overseas Program** is funded and operated by the Department of Defense (DOD). Eligibility is limited to members of the armed forces on duty outside the U.S. and their dependents, civilians who are employees of a military department who are U.S. nationals living outside the U.S. and their dependents, and employees of DoD contractors who are U.S. nationals living outside the U.S. and their dependents.
- **Individual transfer** is the transfer of individuals (infants and children) into or out of a family. Individuals can be transferred into established families or new families on the WIC program. An example of this could be when a foster child is transferred from the foster family to the biological parents, or when guardianship is given to a grandparent. This might occur by either moving the infant/child from one WIC family file to another WIC family file or creating a new family file. Local agencies are encouraged to obtain some documentation ([WPM 250-10](#)) if custody is questionable. Generally, however, no papers are necessary, although some agencies may require legal guardianship papers.

An individual or a family may be transferred in or out of an agency with a valid VOC (Verification of Certification) form. The VOC contains the participant’s certification information such as certification dates, date checks were last issued, and nutritional risk.

Ask your mentor or supervisor how your agency processes transfers and VOCs.

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## PROGRESS CHECK

1. Number the steps a person usually goes through to get WIC services. Order them from 1 to 5.

- \_\_\_\_\_ Determining eligibility
- \_\_\_\_\_ Subsequent certification (recertification) or disqualification
- \_\_\_\_\_ Certification
- \_\_\_\_\_ Screening for an initial certification (enrollment) appointment
- \_\_\_\_\_ Follow-up appointment

2. Mark with a check (✓) the criteria needed for an applicant to be eligible for WIC.

- \_\_\_\_\_ Income
- \_\_\_\_\_ Citizenship
- \_\_\_\_\_ Ethnicity
- \_\_\_\_\_ Category
- \_\_\_\_\_ Education level
- \_\_\_\_\_ Nutritional need
- \_\_\_\_\_ Residence

3. Identify and describe the five WIC categories.

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**PROGRESS CHECK** *(continued)*

4. Mark with a check (✓) the items making an applicant ineligible (**NOT** eligible) for WIC.

- \_\_\_\_\_ Has lived in the service area for less than 1 week
- \_\_\_\_\_ Does not have a nutritional need
- \_\_\_\_\_ Is not a U.S. citizen
- \_\_\_\_\_ Is not breastfeeding and has an 8-month old infant
- \_\_\_\_\_ Is homeless
- \_\_\_\_\_ Is not in a category served by WIC
- \_\_\_\_\_ Has income over the allowed maximum for WIC eligibility
- \_\_\_\_\_ Receives CalFresh/Food Stamps
- \_\_\_\_\_ Is unable to provide proof of residency

5. To be adjunctively eligible, an applicant would need to be on one of four programs. List these four programs.

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6. Put an “R” before the items considered as proof of residency, an “I” before the items considered as proof of income, or “X” for neither.

- \_\_\_\_\_ Recent rent receipt showing applicant’s name and address
- \_\_\_\_\_ Last month’s phone bill with the applicant’s name and address
- \_\_\_\_\_ A year old electric bill with the applicant’s name and address
- \_\_\_\_\_ Applicant’s unemployment benefits card or letter
- \_\_\_\_\_ Applicant’s bi-weekly pay stub
- \_\_\_\_\_ Letter signed by a homeless applicant stating her place of Residence
- \_\_\_\_\_ Letter from a friend stating the applicant is living with them permanently

**PROGRESS CHECK** *(continued)*

7. List the 5 categories of nutritional risk and circle the one required for all participants over four months of age.

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8. Complete the chart below showing the differences between certification and subsequent certification (recertification).

ITEM	CERTIFICATION	SUBSEQUENT CERTIFICATION (RECERTIFICATION)
Definition		
Client		
WIC MIS ID Number		
WIC Orientation		
Does Not Qualify		
Forms		

9. Mark the reasons you might disqualify a participant from WIC.

\_\_\_\_\_ Over income

\_\_\_\_\_ Late to the WIC appointment

\_\_\_\_\_ Child turning 5 years old

\_\_\_\_\_ Participant abuses the program by selling food instruments

\_\_\_\_\_ Participant no longer has a nutritional need

\_\_\_\_\_ Participant does not follow the advice of the WIC staff

## LEARNING ACTIVITIES

The following activities are included and are recommended for interactive learning:

- **Learning Activity 1:** Presence at Certification
- **Learning Activity 2:** Income Eligibility
- **Learning Activity 3:** Certification Periods
- **Learning Activity 4:** WIC Forms
- **Learning Activity 5:** Program Orientation
- **Learning Activity 6:** Disqualifying a Participant
- **Learning Activity 7:** Role Plays

**ACTIVITY 1: PRESENCE AT CERTIFICATION****Learning Objectives**

After completing this activity the Trainee will be able to recognize when an exception to presence at certification is acceptable.

**Instructions**

1. Refer to WIC Program Manual Policy on Presence at Certification.
2. Read each case study and determine what to do.
3. Ask your mentor or supervisor to go over the case studies with you.

1. Maria is here to enroll her 3 week old infant, Suzanna. Maria has her infant's crib card, but Suzanna is in the NICU and cannot be here today.
  - Can Suzanna be enrolled today? Why or why not?
  - If enrolled, what Presence at Certification code will you use?
  - When does Suzanna need to be seen in the WIC office?
2. Mrs. Smith is here to recertify her three year old son, Jacob. Mrs. Smith and her husband are both working full time. She did not have enough time to pick up Jacob from daycare. She does have his immunization record, but does not have height & weight from the doctor.
  - Can Jacob been recertified today? Why or why not?
  - If recertified, what Presence at Certification code will you use?
  - When does Jacob need to be seen in the WIC office?
3. Lucy is seven months pregnant. Due to complications of her pregnancy, her doctor recently placed her on bed rest. Her husband, Michael, would like to enroll her on the WIC Program today.
  - Would Michael be able to enroll Lucy today? Why or why not?
  - If Lucy is enrolled, what would Michael need to bring to the appointment?
  - When would Lucy need to be seen in the WIC office?



## ACTIVITY 2: INCOME ELIGIBILITY

### Learning Objectives

After completing this activity the Trainee will be able to determine income eligibility for several examples.

### Background

To determine income eligibility WIC uses the applicant's:

- **monthly income**
- **family size**

WIC MIS can automatically calculate the monthly income amount for you. When your agency's computer system is not working ("WIC MIS is down") you may need to calculate the applicant's monthly income yourself.

You will also need to know how to determine family size.

To calculate monthly income and family size use the charts on the following pages to guide you.

### Instructions

1. Ask your mentor or supervisor for a copy of the most recent *Income Guidelines Table*.
2. Read each case study and determine the family size. Write the family size on the form.
3. Calculate the monthly income for each case study. Write the monthly income on the form.
4. Using the *Income Guidelines Table*, determine if the applicant is income eligible for each case study.
5. Ask your mentor or supervisor to go over the case studies with you.
6. Once you understand how to determine income eligibility, observe a co-worker as she/he enters an applicant's income information into WIC MIS. Note how income is documented and verified.

**ACTIVITY 2: INCOME ELIGIBILITY** *(continued)***Calculating Monthly Income**

If income is:	Do the following:	Example
<b>Weekly</b> same amount each week	Multiply the weekly income by <b>4.3</b>	Tina Kirk makes \$125 each week.  $\$125 \times 4.3 = \mathbf{\$537.50}$
<b>Weekly</b> different amounts each week	Add weekly incomes together & multiple by <b>1.1</b>	Gabriella Blanco made \$120 in week 1, \$100 in week 2, \$147 in week 3, & \$189 in week 4.  $  \begin{array}{r}  120 - \text{week 1} \\  100 - \text{week 2} \\  147 - \text{week 3} \\  \underline{189 - \text{week 4}} \\  \$556  \end{array}  $ $\$556 \times 1.1 = \mathbf{\$611.60}$
<b>Every 2 Weeks</b> same amount each 2 weeks	Multiply the 2-weekly income by <b>2.2</b>	Mary Black makes \$628 every 2 weeks.  $\$628 \times 2.2 = \mathbf{\$1381.60}$
<b>Every 2 Weeks</b> different amounts each 2 weeks	Add 2-weekly incomes together & multiple by <b>1.1</b>	Sue Wong made \$437 in weeks 1-2 & \$702 in weeks 3-4.  $  \begin{array}{r}  \$437 - \text{weeks 1-2} \\  \underline{\$702 - \text{weeks 3-4}} \\  \$1139  \end{array}  $ $\$1139 \times 1.1 = \mathbf{\$1252.90}$
<b>2 Times per Month</b> income for 1 <sup>st</sup> & 2 <sup>nd</sup> half of the month	Add the 2 amounts together	Keishari Johnson made \$600 in the 1 <sup>st</sup> half of the month & \$455 during the 2 <sup>nd</sup> half of the month.  $\$600 + \$455 = \mathbf{\$1055}$
<b>Year-to-Date</b> (so far this year)	Divide total to date by number of months to date	As of April 30, Cheryl Wands had made \$1830 since the beginning of the year.  $\$1830 \div 4 = \mathbf{\$457.50}$
<b>12 Months</b>	Divide total by <b>12</b>	Josefina Miguel made \$8400 over the last 12 months.  $\$8400 \div 12 = \mathbf{\$700}$

**ACTIVITY 2: INCOME ELIGIBILITY** *(continued)***Determining Family Size**

**Family Unit** - a group of related or non-related individuals who live together as one household and share income and consumption of goods or services.

**Usually we count children and their parents as a family unit.**

Here are some special cases.

If family unit has:	Do the following:
<b>Pregnant Woman with No Children</b>	<p>Count a pregnant woman's family size as:</p> <ul style="list-style-type: none"> <li>➤ one + the number of fetuses*</li> </ul> <p>For example:</p> <ul style="list-style-type: none"> <li>➤ a woman expecting <b>twins</b> would be 3 family members and</li> <li>➤ a woman expecting <b>triplets</b> would be 4 family members.</li> </ul> <p><i>*Agencies are NOT required to implement this policy in cases where this conflicts with the participant's beliefs.</i></p>
<b>Children with Parents Living Apart</b>	<ul style="list-style-type: none"> <li>• Count this child in the family of the parent/guardian where she/he lives most of the time.</li> <li>• Do NOT count the child as a member of both families.</li> </ul>
<b>Child not Living in the Home</b>	Count this child only if the family financially supports the child.
<b>Foster Child</b> <i>(If foster family adopts child see below)</i>	Count a foster child as a family of one. (The welfare agency, not the foster family, is legally responsible for the child.)
<b>Adopted Child or Child Living in Legal Custody</b>	Count an adopted child as part of family unit.
<b>Separate Income Families</b>	<ul style="list-style-type: none"> <li>• Count a person whose income is separate from other persons living in the household as a <b>separate</b> family unit.</li> <li>• Count persons that do <b>NOT</b> earn enough to meet their own living expenses as part of family unit.</li> </ul>

**ACTIVITY 2: INCOME ELIGIBILITY** *(continued)*

1. *Valentina and Vladimir are married. Valentina is pregnant with their first child and wants to get on WIC. Vladimir makes \$25,000 a year and Valentina makes \$260 a week.*

What is Valentina's family size? \_\_\_\_\_ What is her family's monthly income? \$ \_\_\_\_\_

Is the family income eligible for WIC? \_\_\_\_\_ Is the family adjunctively eligible? \_\_\_\_\_

2. *Maria Vasquez is pregnant and has a two year old daughter. They are living in a shelter for battered women with three other women and seven children. Her husband does not provide any financial support to them. She has made \$12,000 year to date through June 30.*

What is Maria's family size? \_\_\_\_\_ What is her family's monthly income? \$ \_\_\_\_\_

Is the family income eligible for WIC? \_\_\_\_\_ Is the family adjunctively eligible? \_\_\_\_\_

3. *Pam Hunter is pregnant and has a four year old child. She makes \$1,000 every two weeks and her husband earns \$1,500 every month. Pam also receives CalFresh for herself only.*

What is Pam's family size? \_\_\_\_\_ What is her family's monthly income? \$ \_\_\_\_\_

Is the family income eligible for WIC? \_\_\_\_\_ Is the family adjunctively eligible? \_\_\_\_\_

**ACTIVITY 2: INCOME ELIGIBILITY** *(continued)*

4. *Evelyn Ruiz and her husband Manuel live together with their three children. Manuel is a migrant farm worker. He only works nine months out of the year. Last year he made \$30,000.*

What is Evelyn's family size? \_\_\_\_\_ What is her family's monthly income? \$ \_\_\_\_\_

Is the family income eligible for WIC? \_\_\_\_\_ Is the family adjunctively eligible? \_\_\_\_\_

5. *Amanda Kelly is a single mother of four children, two of whom are under the age of five. She reports an annual income of \$55,000. Only her youngest child receives TANF.*

What is Amanda's family size? \_\_\_\_\_ What is her family's monthly income? \$ \_\_\_\_\_

Is the family income eligible for WIC? \_\_\_\_\_ Is the family adjunctively eligible? \_\_\_\_\_

6. *Nancy Wong is married with two children. She has a 12 year old son and today she is enrolling her newborn infant and recertifying herself as a breastfeeding mom. Nancy is receiving Medi-Cal services which are verified by MEDS. She does not have any income documentation but reports weekly income of \$1000.*

What is Nancy's family size? \_\_\_\_\_ What is her family's monthly income? \$ \_\_\_\_\_

Is the family income eligible for WIC? \_\_\_\_\_ Is the family adjunctively eligible? \_\_\_\_\_

**ACTIVITY 3: CERTIFICATION PERIODS****Learning Objectives**

After completing this activity the Trainee will be able to explain the certification period for each category of participant.

**Instructions**

1. For each of the participants described on the next page, determine the following info for a participant.
  - Category
  - Length of their certification period (months)
  - If they are eligible to be recertified at the end of their current certification period, or if they are to be disqualified.

If the next certification period is not applicable for the participant mark the form as “not applicable”.

2. Talk with your mentor or supervisor about each of the participants described on the form.

**ACTIVITY 3: CERTIFICATION PERIODS** *(continued)*

<b>Participant(s) &amp; Situation</b>	<b>Current Category</b>	<b>Length of Certification Period (months)</b>	<b>Eligible to be Recertified? (yes or no &amp; why)</b>
<b>Jason Moore</b> is two years old.			
<b>Trisha Jackson</b> is four years & eight months old.			
<b>Maria Diaz</b> enrolled one month before she gave birth to her son.			
<b>Rosa Hernandez</b> enrolled on June 1 as a breastfeeding woman. She breastfed until November 30. Her daughter turns one year old on December 3.			
<b>Juanita Figueroa</b> enrolled on June 1 as a non-breastfeeding woman. <b>Her infant son</b> turns six months old on August 5.			
<b>Jasmine Hong</b> was born on May 17. Her mother enrolled her on July 17.			
<b>Daniel Ruiz</b> was born on April 1. His mother enrolled him on November 10.			

**ACTIVITY 4: WIC FORMS****Learning  
Objectives**

After completing this activity the Trainee will be able to identify and explain each of the forms used during the certification or subsequent certification (recertification) process.

**Instructions**

1. Ask your mentor or supervisor to give you copies of the forms your agency uses for certification and subsequent certification (recertification). Also make sure she/he shows you the WIC MIS health questions screens.
2. With the help of your mentor or a co-worker, identify the purpose of each form.
3. List the form and description on the next page.



**ACTIVITY 4: WIC FORMS** *(continued)*

Name of Form	Description/Use

**ACTIVITY 5: PROGRAM ORIENTATION****Learning Objective**

After completing this activity the Trainee will be able to identify the methods of presenting the required orientation topics.

**Instructions**

1. Observe an orientation class or individual orientation contact given by a coworker.
2. Use the following checklist to identify the method of presenting the required orientation topics.
3. Place an “X” to identify the method used.
4. Verify all required orientation topics were covered.
5. Review the completed chart with your mentor or supervisor.

**ACTIVITY 5: PROGRAM ORIENTATION** *(continued)***ORIENTATION CHECKLIST**

REQUIRED ORIENTATION TOPICS	METHODS						Complete?
	DVD	“Welcome to WIC”	R & R	“Can We Help”	Shopping Guide	Other	
<b>Purpose of WIC</b>							
<b>Roles of the WIC food in achieving a healthier diet</b>							
<b>WIC foods are for WIC participants only</b>							
<b>Food Instrument Description and Instructions</b>							
Types, brands, amount of WIC foods							
Option to use cash with fruit/vegetable FI							
Which vendor (any authorized vendor)							
Use during effective dates of the food instruments							
Separate WIC foods at checkout stand							
Signing FI in the cashier’s presence							
How to report vendor issues/problems							
<b>Rights/Responsibilities</b>							
Review/read and give R&R/WIF							
Possible punitive action for abuse							
<b>Lost/stolen food instruments will NOT be replaced</b>							
<b>Assess understanding of the food instruments e.g. verbal or written quiz, “shopping” activity, etc.</b>							
<b>Referrals</b> - must be made in writing when appropriate. (CAL Works/CALFRESH/Medi-Cal, Child Support/Substance Abuse-a list of local resources/CHDP) <i>If not observed check if referrals are made during individual contact.</i>							
<b>Presence at Certification</b>							
“Smart Shopping” – Not Required							

**ACTIVITY 6: DISQUALIFYING A PARTICIPANT****Learning  
Objectives**

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After completing this activity the Trainee will be able to identify why a person may be disqualified at WIC.

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**Instructions**

1. Ask your supervisor or mentor for a copy of the *Notice of Action Affecting WIC Program Participation* form (DHS 4304).
  2. For each of the four situations described on the next page determine why the participant was disqualified and list the reason using the *Notice of Action Affecting WIC Program Participation* form as a guide.
  3. Discuss your findings with your mentor or supervisor.
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**ACTIVITY 6: DISQUALIFYING A PARTICIPANT** *(continued)*

Situation	Reason
1. Juanita Gomez is a 17-year-old pregnant teen who has recently moved. She no longer lives in the area served by the local agency.	
2. Brenda Jones enrolled her four and a half year-old daughter on WIC six months ago. She returns for her subsequent certification (recertification) appointment today. Her daughter is now five years old.	
3. Cary Johnson is a breastfeeding mother who has been on WIC for 2 months. She has been having money problems. She tried recently to sell some of her WIC food instruments to a neighbor who reported the situation.	
4. Anna Petrovich is pregnant. She voluntarily brought in her husband's pay stub to her breastfeeding class because he has a new job. She is determined to be over income now.	

**ACTIVITY 7: ROLE PLAYS****Learning Objectives**

After completing this activity the Trainee will be able to show how to assess participant understanding of the WIC Program.

**Background**

A role play is when two or more people act out a scene as though it is “real life”. “Props” such as baby dolls or food models are not needed but may be helpful.

**Instructions**

1. Have a co-worker role play any three of the five roles (A-E) described on the following page.
2. Act out the role of a WIC Trainee in a session for these three participants.
3. Co-Worker: Using the role plays as your guide, act out the role of the participant. Try to be as realistic as possible.
4. After each session, ask your co-worker to tell you what she/he noticed. Make sure to ask her/him for your strengths as well as your weaknesses.

**ACTIVITY 7: ROLE PLAYS** *(continued)***5 Participants****Role Play  
A**

Debbie Jones is a 17-year old pregnant teen. She is new to WIC. She does not know much about WIC.

**Role Play  
B**

Juanita Gomez is enrolling her 2-year-old daughter in WIC. She just moved to the area served by the agency. Her husband works as a migrant farm worker. She says their income is different every month.

**Role Play  
C**

May Nguyen is pregnant. She has 3 other children. The oldest child is 5 years old. She wants to get herself and her 3 children on WIC.

**Role Play  
D**

Cary Johnson is a breastfeeding mother of a 4-month-old daughter. She gets CalFresh. She wants to get herself and her daughter on WIC. She thinks she can buy any food with WIC food instruments.

**Role Play  
E**

Heidi Wade is a non-breastfeeding mother of a 2-month old. She wants to get herself on WIC. She does not realize her son is eligible.

## PROGRESS CHECK ANSWERS

1. Number the steps a person usually goes through to get WIC services. Order them from 1 to 5.

- 2      Determining eligibility
- 5      Subsequent certification (recertification) or disqualification
- 3      Certification
- 1      Screening for an initial certification (enrollment) appointment
- 4      Follow-up appointment

2. Mark with a check (✓) the criteria needed for an applicant to be eligible for WIC.

- ✓      Income
- Citizenship
- Ethnicity
- ✓      Category
- Education level
- ✓      Nutritional need
- ✓      Residence

3. Identify and describe the five WIC categories.

1. **A pregnant woman**
2. **A woman who is breastfeeding her infant up to 1 year after the infant's birth**
3. **A non-breastfeeding woman up to 6 months after the end of her pregnancy. (The end of pregnancy can be due to a live birth, still birth, miscarriage or therapeutic abortion.)**
4. **An infant – a child under 1 year old**
5. **A child between 1 and 5 years old**



**PROGRESS CHECK ANSWERS** *(continued)*

4. Mark with a check (✓) the items making an applicant ineligible (**NOT** eligible) for WIC.

- ☐ Has lived in the service area for less than 1 week
- ☒ Does not have a nutritional need
- ☐ Is not a U.S. citizen
- ☒ Is not breastfeeding and has an 8-month old infant
- ☐ Is homeless
- ☒ Is not in a category served by WIC
- ☒ Has income over the allowed maximum for WIC eligibility
- ☐ Receives CalFresh/Food Stamps
- ☒ Is unable to provide proof of residency

5. To be automatically income eligible (adjunctively eligible), an applicant would need to be on 1 of 4 programs. List these 4 programs.

1. **CalFresh/Food Stamps**
2. **Temporary Assistance for Needy Families (TANF)**
3. **Medi-Cal**
4. **Food Distribution Program on Indian Reservations (FDPIR)**

6. Put an "R" before the items considered as proof of residency, an "I" before the items considered as proof of income, or "X" for neither.

- ☒ R A recent rent receipt showing applicant's name and address
- ☒ R Last month's phone bill with the applicant's name and address
- ☐ A 5-year old electric bill with the applicant's name and address
- ☒ I An applicant's unemployment benefits card or letter
- ☒ I An applicant's bi-weekly pay stub
- ☒ R A letter signed by a homeless applicant stating her place of residence

**PROGRESS CHECK ANSWERS** *(continued)*

7. List the 5 categories of nutritional need.

1. **Anthropometric**

2. **Biochemical**

3. **Clinical**

4. **Dietary**

5. **Other**

8. Complete the chart below showing the differences between certification and subsequent certification (recertification).

ITEM	CERTIFICATION	SUBSEQUENT CERTIFICATION (RECERTIFICATION)
Definition	<i>Initial determination of eligibility</i>	<i>Re-determination of eligibility</i>
Client	<i>Referred to as “applicant”</i>	<i>Referred to as “participant”</i>
WIC MIS ID Number	<i>Proof of ID required WIF issued</i>	<i>WIF acceptable as proof of ID</i>
WIC Orientation	<i>Part of appointment</i>	<i>Not included in appointment</i>
Does not Qualify	<i>Referred to as “ineligibility”</i>	<i>Referred to as “disqualification”</i>
Forms	<i>Notice of Action Affecting WIC Program Applicants</i>	<i>Notice of Action Affecting WIC Program Participation</i>

9. Mark the reasons you might disqualify a participant from WIC.

- ☒ One of the participant's family members is over income
- ☐ The participant was late to the WIC appointment
- ☒ The participant turns 5 years old
- ☒ The participant abuses the program by selling food instruments
- ☒ The participant no longer has a nutritional need
- ☐ The participant does not follow the advice of the WIC staff